SERKO ONLINE BOOKING TOOL USER GUIDE

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Points to note

Access to Serko
As long as you are logged on to your work computer (using your Staff Login Code), you can access Serko without a username or password. Simply click on the link below:
https://serko.campustravel.com.au/cas/BOND

If you are unable to access Serko via the above link, please contact Campus Travel and we can set you up with access. We will require your full contact details, cost centre code and your Staff Login Code.

Travellers and Travel Coordinators
Throughout this manual we will refer to two types of travel bookers:
1) Travellers (Booking your own travel)
2) Travel Coordinator / Arranger (Booking travel for someone else)

Payment of Travel
Payment for your air, hotel and car hire bookings can made by **Credit Card** only.

Please check traveller profiles the first time you book for someone / yourself in Serko, paying particular attention to email addresses, phone numbers, cost centre code (related to management reporting), preferences (frequent flyers) and credit cards. It is imperative that your / your traveller's name is entered as per your / their passport.

International bookings
You are able to book International point to point in Serko eg. Brisbane to London (stop) and return is ok. However if a stop-over is required or a change of airline, you would need to book through your Campus Travel team.

Itineraries
Once completed, Serko itineraries will be automatically sent only to the person who made the booking.

Full booking costs, including all fees will be provided through a Campus Travel invoice which will be received on the same day of booking. Note that the Campus Travel booking fee will not appear on your final itinerary in Serko - it will only appear on your final invoice after your booking has been processed. Basic usage fees can be found on your Serko Home page. It is recommended you view these before booking.

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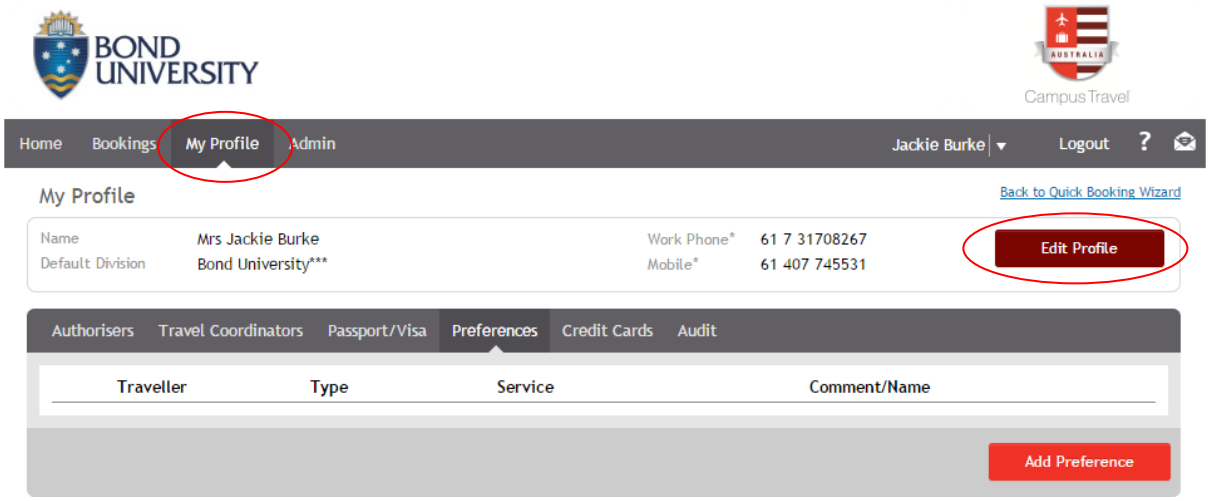
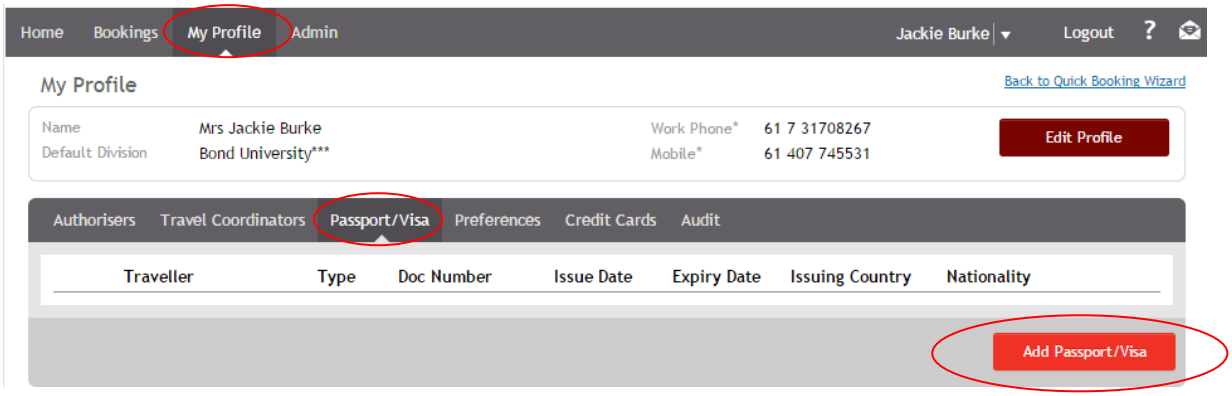
Checking/Amending your Traveller Profile

Once you are logged in to Serko, you can make changes to your contact details by clicking on the Edit Profile button. You can also change your Default Departure City (for most travellers it will be set as Gold Coast, however if you regularly travel from another city you, you can change this.)



Adding Passports / Visas to your Traveller Profile

To add a Passport or Visa to your profile, click on the Passport/Visa button, then Add Passport/Visa. Serko will recognise if your passport or visa is due to expire and will send you an automatic reminder email to renew.



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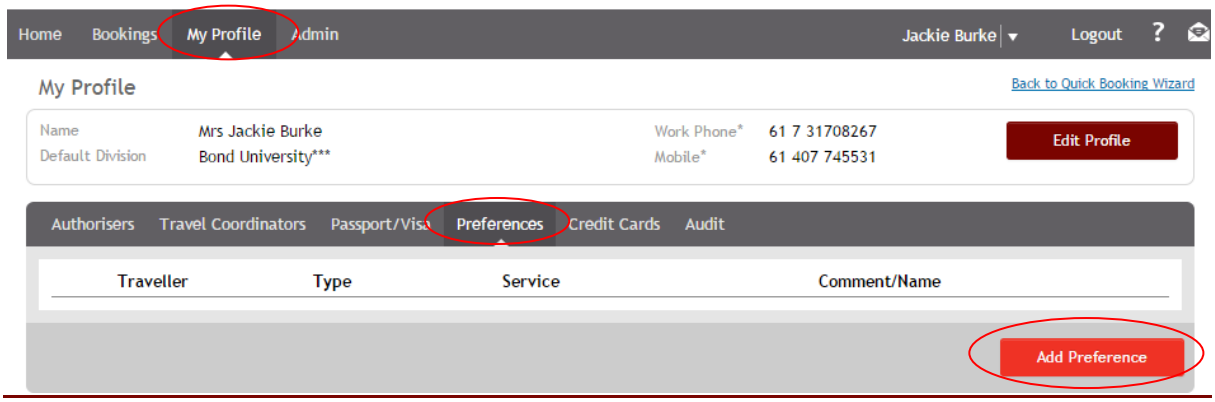
Adding Memberships to your Traveller Profile

To add Airline Frequent Flyer, Hotel or Car Membership Numbers to your profile, click on Preferences, then Add Preference.

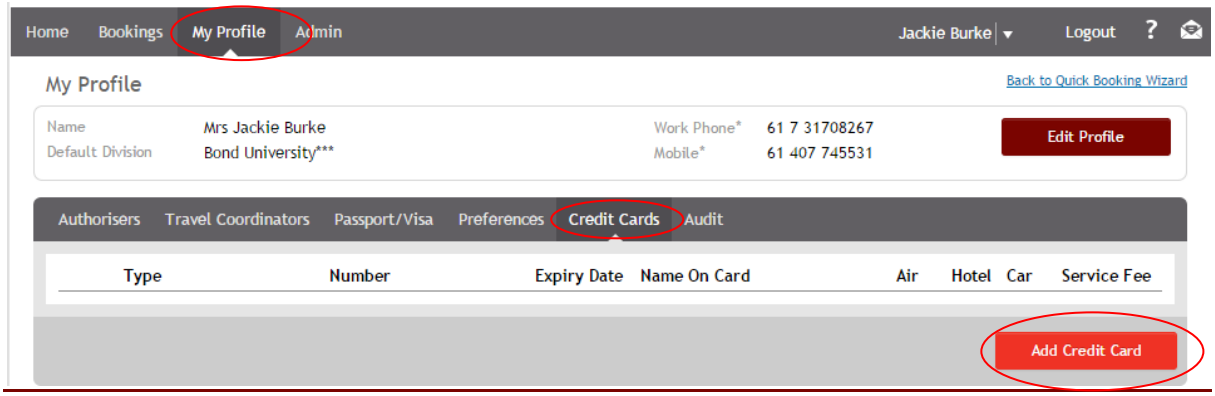


Adding Credit Cards to your Traveller Profile

To add a Corporate Credit Card to your profile, click on the Credit Cards tab, then the red Add Credit Card button. When the Credit Card details window pops up, enter the Type of Card, Card Number, Expiry Date, Name on Card and select which services you wish to use the card for: Air, Hotel, Car, Service Fees.

You can also add your personal credit card for personal travel bookings. Simply press Add Credit Card again and enter the relevant details.

Note: All credit card information stored is encrypted.



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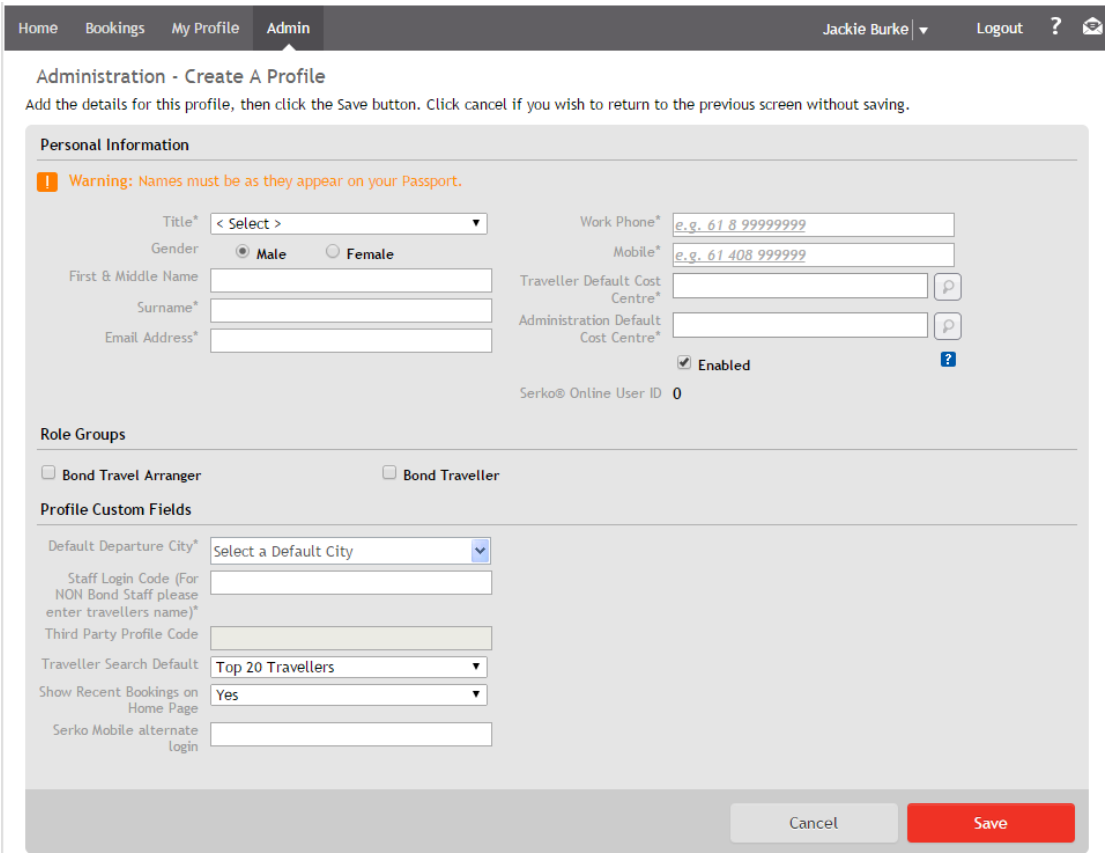
Travel Coordinators Only (Travellers skip to Creating a Booking)

Creating a New Traveller Profile (Travel Coordinators only)

If you have searched for a Traveller and they are not loaded into Serko, you can create a new profile for them.
Click on the Admin tab, then Create a new profile.

Add the new Travellers details. Required fields are marked with an asterisk *.
Enter the Work Phone & Mobile as per the format displayed.
Traveller Default Cost Centre: Enter your Traveller's Cost Centre Code
Role Groups: Select Traveller
Staff Login Code: Enter your Staff ID Code (for non-staff enter traveller's name)
Third Party Profile Code: Leave blank
Click Save in the bottom right corner.



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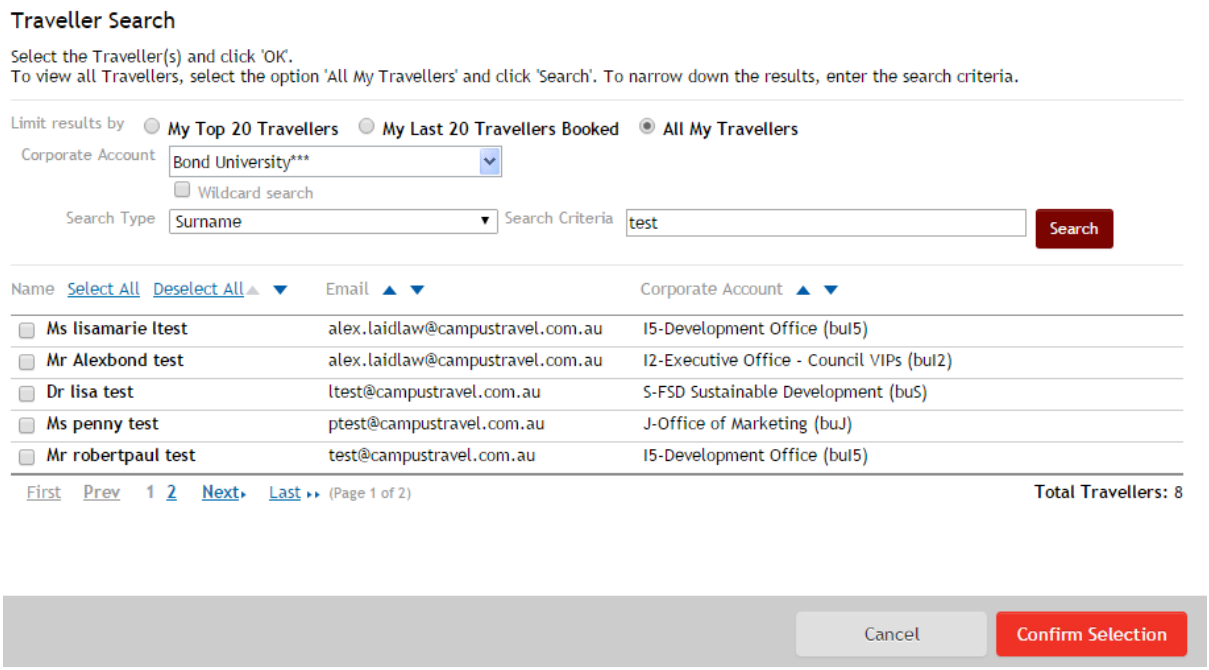
You can then go through the earlier steps of adding Passport/Visa, Preferences and Credit Card details for the Traveller. If you add credit card details for your Travellers, and you have your credit card details stored for your own bookings, you will simply need to select the required credit card when it comes time to pay for your travel.

Creating a Booking

To create an Air, Hotel or Car hire booking, click on the Quick Booking button via the Home or Booking tab.

From the next screen, search for and select the person you want to book for (Travel Coordinators) or select your own name to book travel for yourself. Click on Confirm Selection.

You can book travel for up to 9 people at a time.



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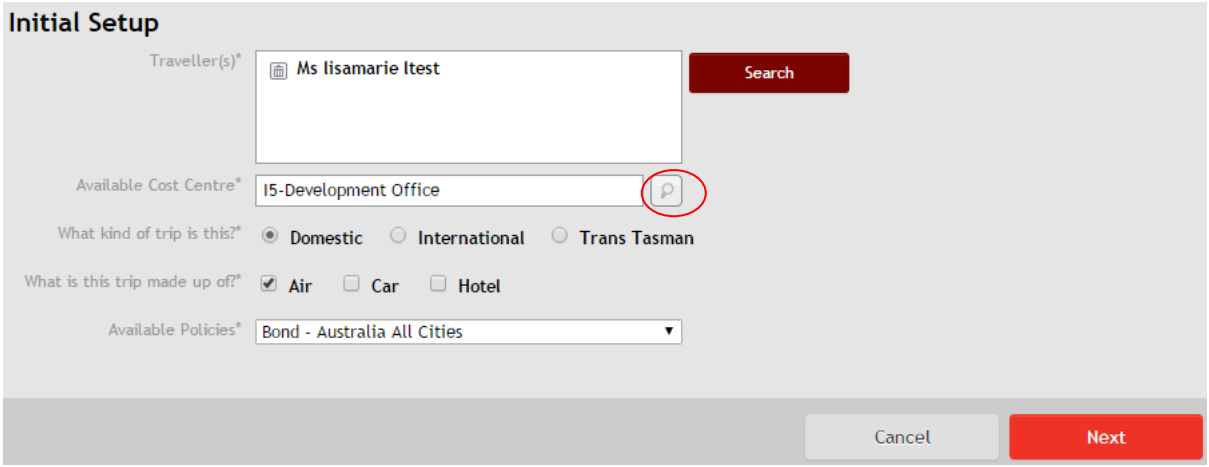
Once you have selected your traveller/s, they will appear in the box on the Initial Setup page. (Note: Press Search again to add additional travellers to your booking).
Check that the Cost Centre is correct - it can be changed by clicking on the looking glass icon.

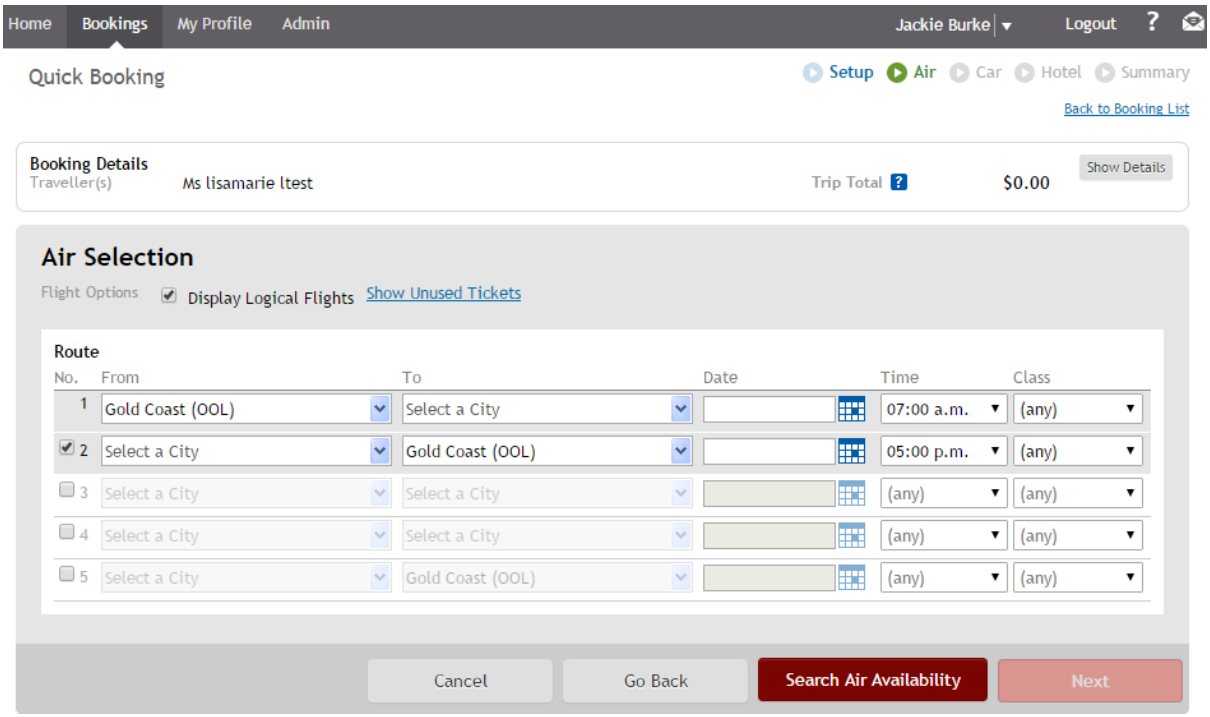
Select the region of travel: Domestic, International or Trans Tasman (New Zealand)
Select your requirements: Air, Car, Hotel
Available Policies: This is an automated field - no changes required



Searching for Air Availability

Select your destination, dates, times and travel class. Click on Search Air Availability.

Note: You can change the default city in your profile. In the example below the default city is set as Gold Coast.



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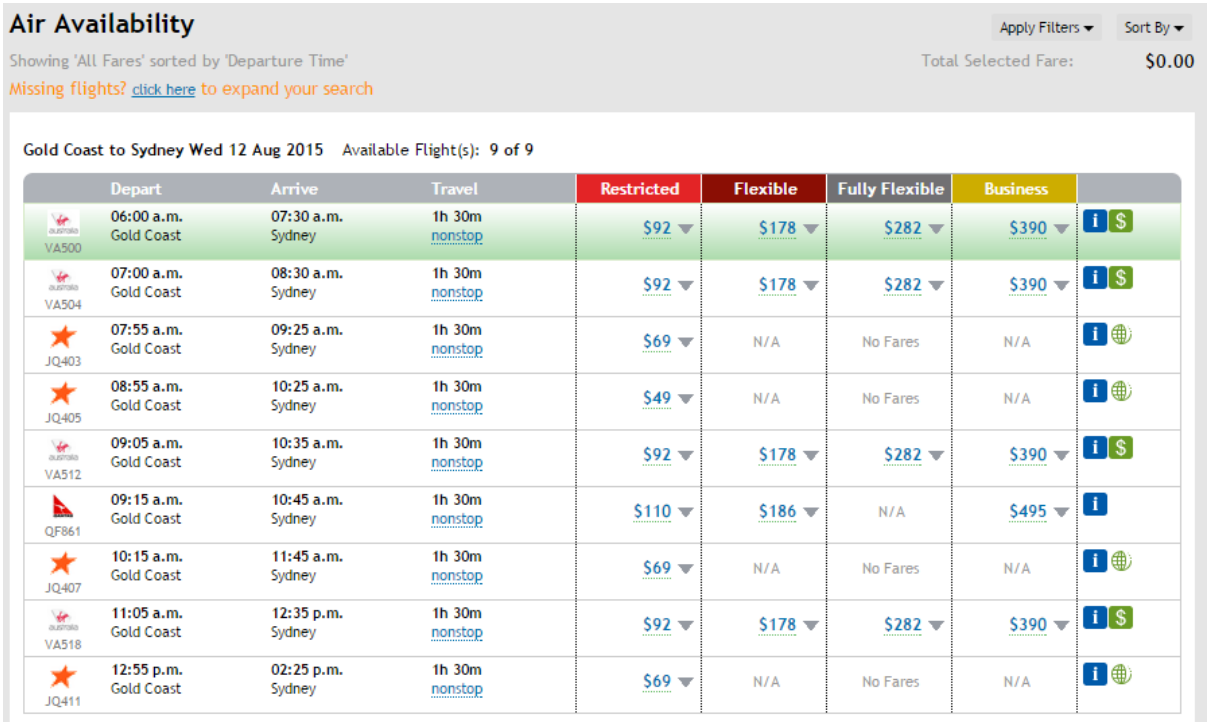
All available airfares matching your search criteria (destinations, dates, times, class) will be displayed in the format below.



Air Availability

Apply Filters ▾ Sort By ▾

Showing 'All Fares' sorted by 'Departure Time'

Total Selected Fare: $0.00

Missing flights? click here to expand your search

Gold Coast to Sydney Wed 12 Aug 2015 Available Flight(s): 9 of 9

	Depart	Arrive	Travel	Restricted	Flexible	Fully Flexible	Business	
VA500	06:00 a.m. Gold Coast	07:30 a.m. Sydney	1h 30m nonstop	$92	$178	$282	$390	
VA504	07:00 a.m. Gold Coast	08:30 a.m. Sydney	1h 30m nonstop	$92	$178	$282	$390	
JQ403	07:55 a.m. Gold Coast	09:25 a.m. Sydney	1h 30m nonstop	$69	N/A	No Fares	N/A	
JQ405	08:55 a.m. Gold Coast	10:25 a.m. Sydney	1h 30m nonstop	$49	N/A	No Fares	N/A	
VA512	09:05 a.m. Gold Coast	10:35 a.m. Sydney	1h 30m nonstop	$92	$178	$282	$390	
QF861	09:15 a.m. Gold Coast	10:45 a.m. Sydney	1h 30m nonstop	$110	$186	N/A	$495	
JQ407	10:15 a.m. Gold Coast	11:45 a.m. Sydney	1h 30m nonstop	$69	N/A	No Fares	N/A	
VA518	11:05 a.m. Gold Coast	12:35 p.m. Sydney	1h 30m nonstop	$92	$178	$282	$390	
JQ411	12:55 p.m. Gold Coast	02:25 p.m. Sydney	1h 30m nonstop	$69	N/A	No Fares	N/A	

Each fare bucket (Restricted, Flexible, Fully Flexible, Business) offers several classes of travel.

To view the terms and conditions for each fare class, click on the downward facing arrow as shown below, then hover over the blue "i" button.
The green suitcase advises if baggage is included or not.
(Note that Jetstar fares are exclusive of baggage - after selecting your flight and proceeding to the next page, you will be given the option to add baggage.)

Air Availability

Apply Filters ▾ Sort By ▾

Showing 'All Fares' sorted by 'Departure Time'

Total Selected Fare: $0.00

Missing flights? click here to expand your search

Gold Coast to Sydney Wed 12 Aug 2015 Available Flight(s): 9 of 9

	Depart	Arrive	Travel	Restricted	Flexible	Fully Flexible	Business	
VA500	06:00 a.m. Gold Coast	07:30 a.m. Sydney	1h 30m	$92	$178	$282	$390	
VA504	07:00 a.m. Gold Coast	08:30 a.m. Sydney			$178	$282	$390	
JQ403	07:55 a.m. Gold Coast	09:25 a.m. Sydney			N/A	No Fares	N/A	
JQ405	08:55 a.m. Gold Coast	10:25 a.m. Sydney			N/A	No Fares	N/A	
VA512	09:05 a.m. Gold Coast	10:35 a.m. Sydney			$178	$282	$390	
	09:15 a.m. Gold Coast	10:45 a.m. Sydney	nonstop	$110	$186	N/A	$495	

Restricted

Price	Class
$92	T
$110	Q
$129	V
$147	N
$158	E

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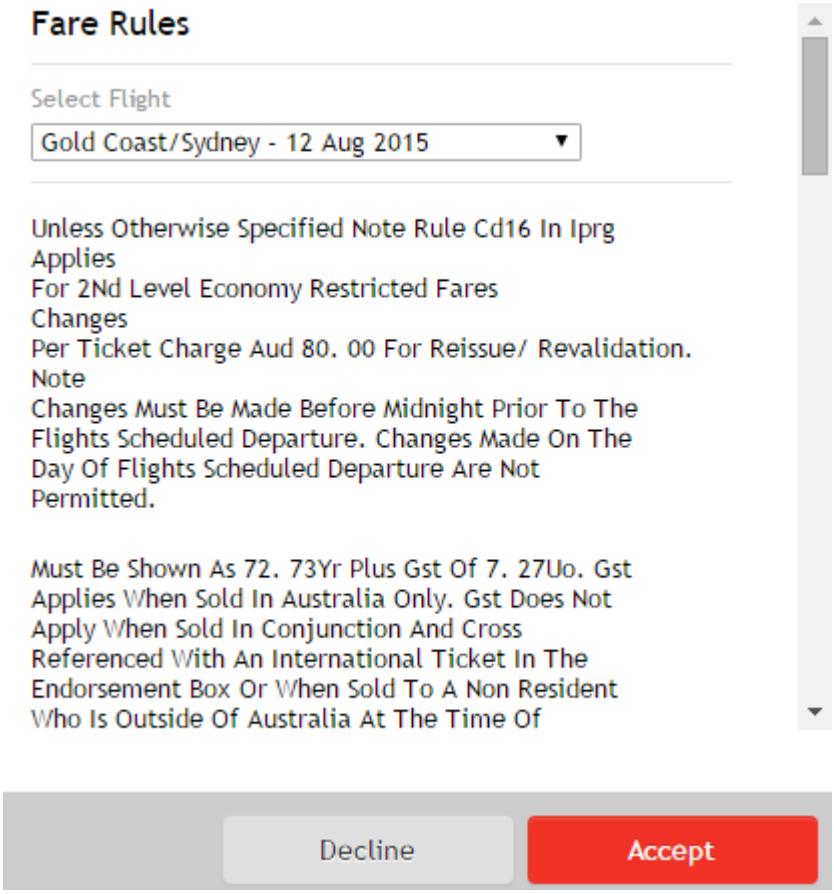
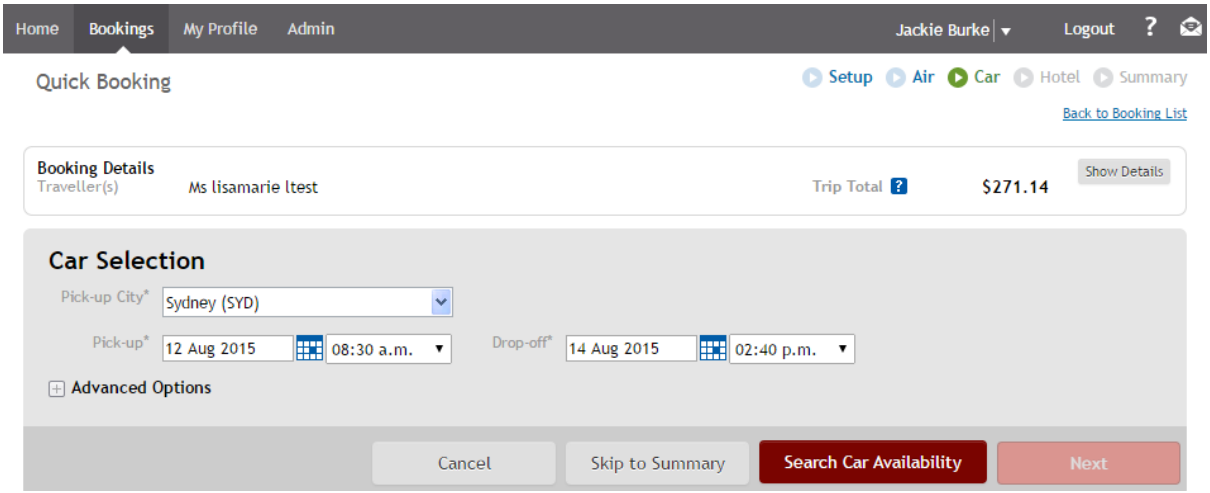
Select the flights you want and click the red Next button. Before proceeding, the Fare Rules will display on a pop-up screen. If you are happy to proceed, click on Accept.


Fare Rules
Select Flight
Gold Coast/Sydney - 12 Aug 2015
Unless Otherwise Specified Note Rule Cd16 In Iprg Applies
For 2Nd Level Economy Restricted Fares
Changes
Per Ticket Charge Aud 80. 00 For Reissue/ Revalidation.
Note
Changes Must Be Made Before Midnight Prior To The Flights Scheduled Departure. Changes Made On The Day Of Flights Scheduled Departure Are Not Permitted.
Must Be Shown As 72. 73Yr Plus Gst Of 7. 27Uo. Gst Applies When Sold In Australia Only. Gst Does Not Apply When Sold In Conjunction And Cross Referenced With An International Ticket In The Endorsement Box Or When Sold To A Non Resident Who Is Outside Of Australia At The Time Of
Decline
Accept

Car Selection

Enter the pick-up and drop off location and times. Click on Search Car Availability.



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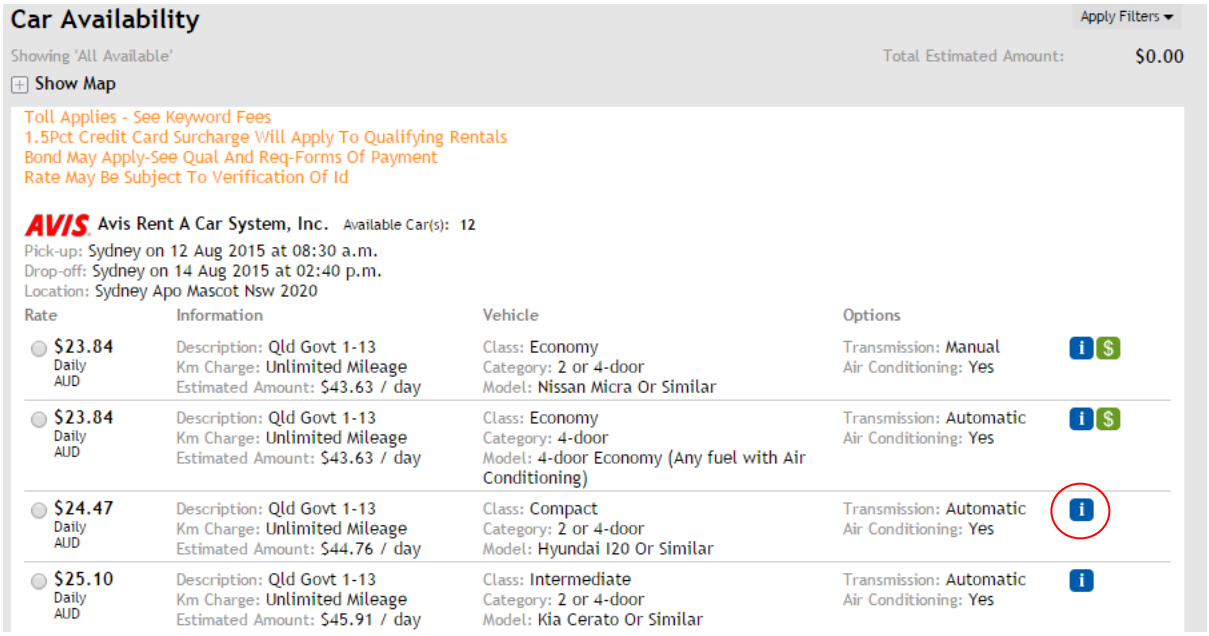
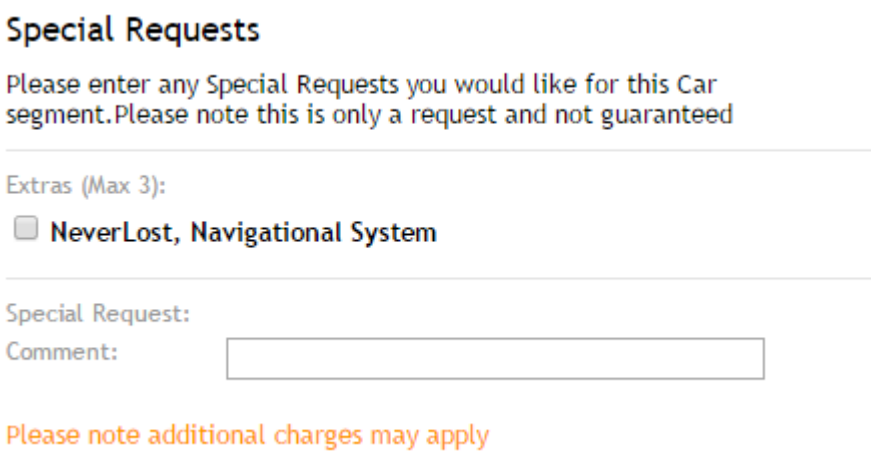
Available car hire options will display similar to the below screen shot.
Click on the blue "i" button to view booking terms and conditions.
Select the car hire option you want to proceed with and click Next


Car Availability
Apply Filters
Showing 'All Available'
Total Estimated Amount: $0.00
Show Map
Toll Applies - See Keyword Fees
1.5Pct Credit Card Surcharge Will Apply To Qualifying Rentals
Bond May Apply-See Qual And Req-Forms Of Payment
Rate May Be Subject To Verification Of Id
AVIS Avis Rent A Car System, Inc. Available Car(s): 12
Pick-up: Sydney on 12 Aug 2015 at 08:30 a.m.
Drop-off: Sydney on 14 Aug 2015 at 02:40 p.m.
Location: Sydney Apo Mascot Nsw 2020
Rate
Information
Vehicle
Options
$23.84 Daily AUD
Description: Qld Govt 1-13
Km Charge: Unlimited Mileage
Estimated Amount: $43.63 / day
Class: Economy
Category: 2 or 4-door
Model: Nissan Micra Or Similar
Transmission: Manual
Air Conditioning: Yes
$23.84 Daily AUD
Description: Qld Govt 1-13
Km Charge: Unlimited Mileage
Estimated Amount: $43.63 / day
Class: Economy
Category: 4-door
Model: 4-door Economy (Any fuel with Air Conditioning)
Transmission: Automatic
Air Conditioning: Yes
$24.47 Daily AUD
Description: Qld Govt 1-13
Km Charge: Unlimited Mileage
Estimated Amount: $44.76 / day
Class: Compact
Category: 2 or 4-door
Model: Hyundai I20 Or Similar
Transmission: Automatic
Air Conditioning: Yes
$25.10 Daily AUD
Description: Qld Govt 1-13
Km Charge: Unlimited Mileage
Estimated Amount: $45.91 / day
Class: Intermediate
Category: 2 or 4-door
Model: Kia Cerato Or Similar
Transmission: Automatic
Air Conditioning: Yes

A Special Requests window will pop up. Please press Ok. If you wish to enter any special requests (ie. GPS Navigation) this can be done on the Additional Data tab, under Travel Agent Notes at the Complete Booking stage.


Special Requests
Please enter any Special Requests you would like for this Car segment. Please note this is only a request and not guaranteed
Extras (Max 3):
NeverLost, Navigational System
Special Request:
Comment:
Please note additional charges may apply

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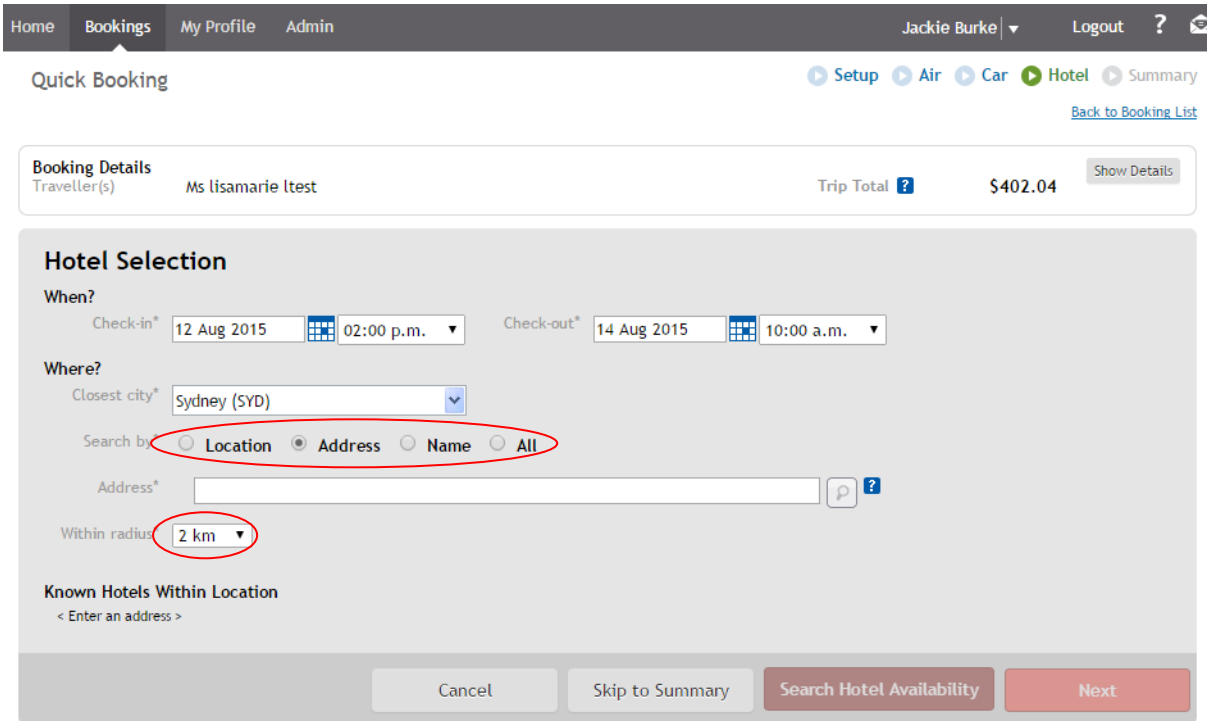
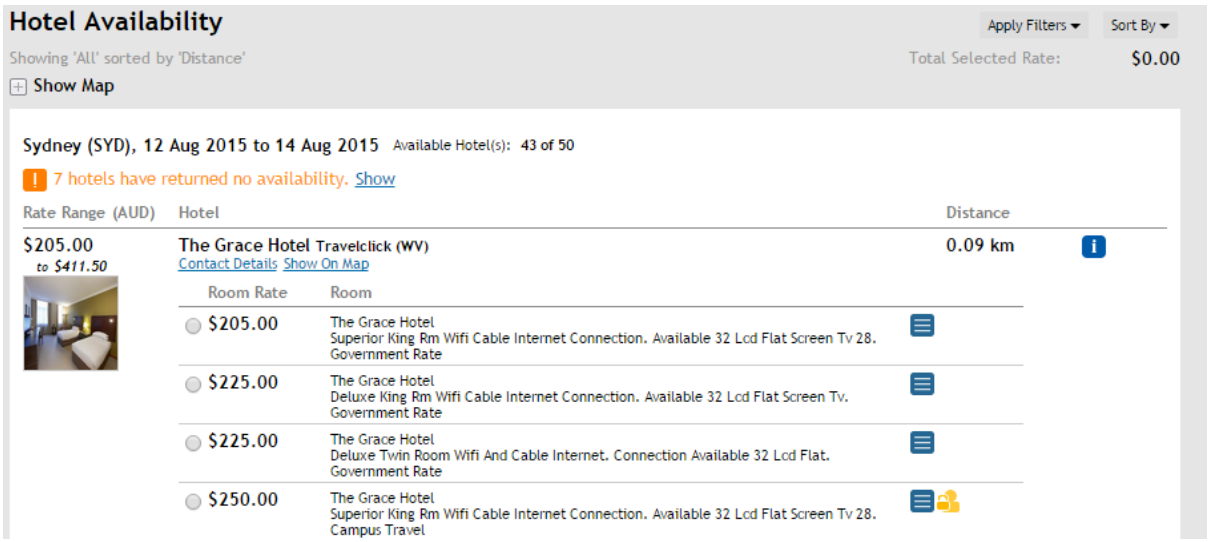
Hotel Selection

Enter your check-in and check-out dates (only if different from your flight dates).
You can search for accommodation by Location, Address or Name.
You can also search within a specific radius ie. 2km as shown below.
Click on Search Hotel Availability.



Available hotel options will display similar to the below screen shot.
Select your preferred option and click Next.



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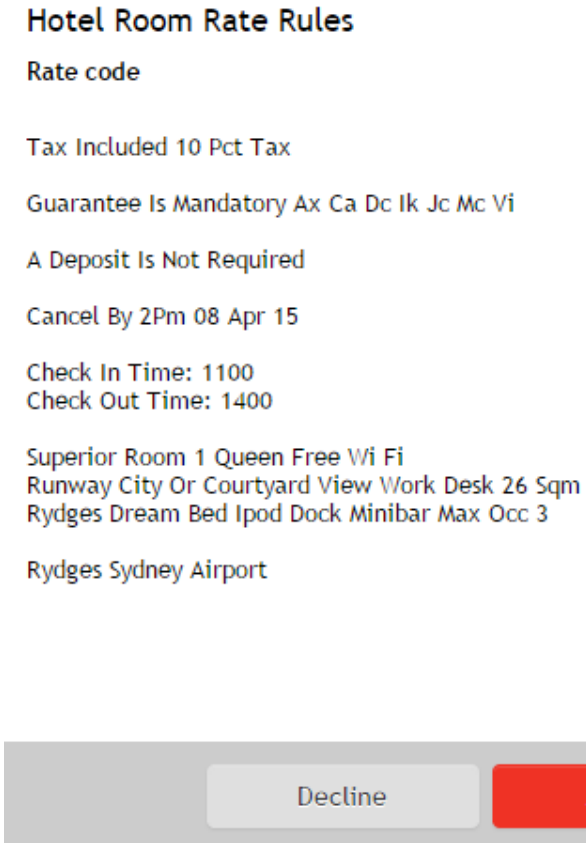
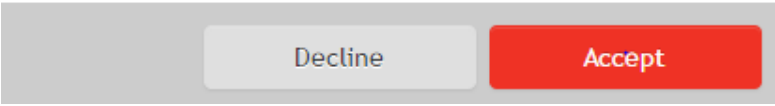
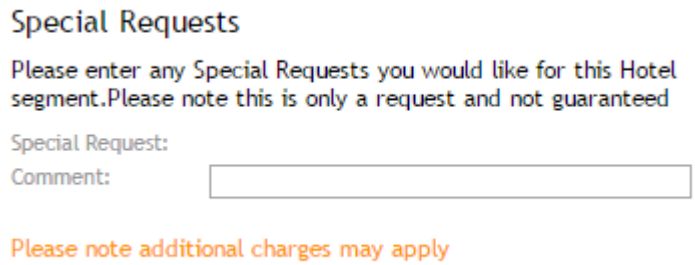
The hotel room rate rules will display. Select Accept or Decline.


Hotel Room Rate Rules
Rate code
Tax Included 10 Pct Tax
Guarantee Is Mandatory Ax Ca Dc Ik Jc Mc Vi
A Deposit Is Not Required
Cancel By 2Pm 08 Apr 15
Check In Time: 1100
Check Out Time: 1400
Superior Room 1 Queen Free Wi Fi
Runway City Or Courtyard View Work Desk 26 Sqm
Rydges Dream Bed Ipod Dock Minibar Max Occ 3
Rydges Sydney Airport



A Special Requests window will pop up. Please press Ok. If you wish to enter any special requests (ie. Low floor, breakfast included etc) this can be done on the Additional Data tab, under Travel Agent Notes at the Complete Booking stage.


Special Requests
Please enter any Special Requests you would like for this Hotel segment.Please note this is only a request and not guaranteed
Special Request:
Comment:
Please note additional charges may apply

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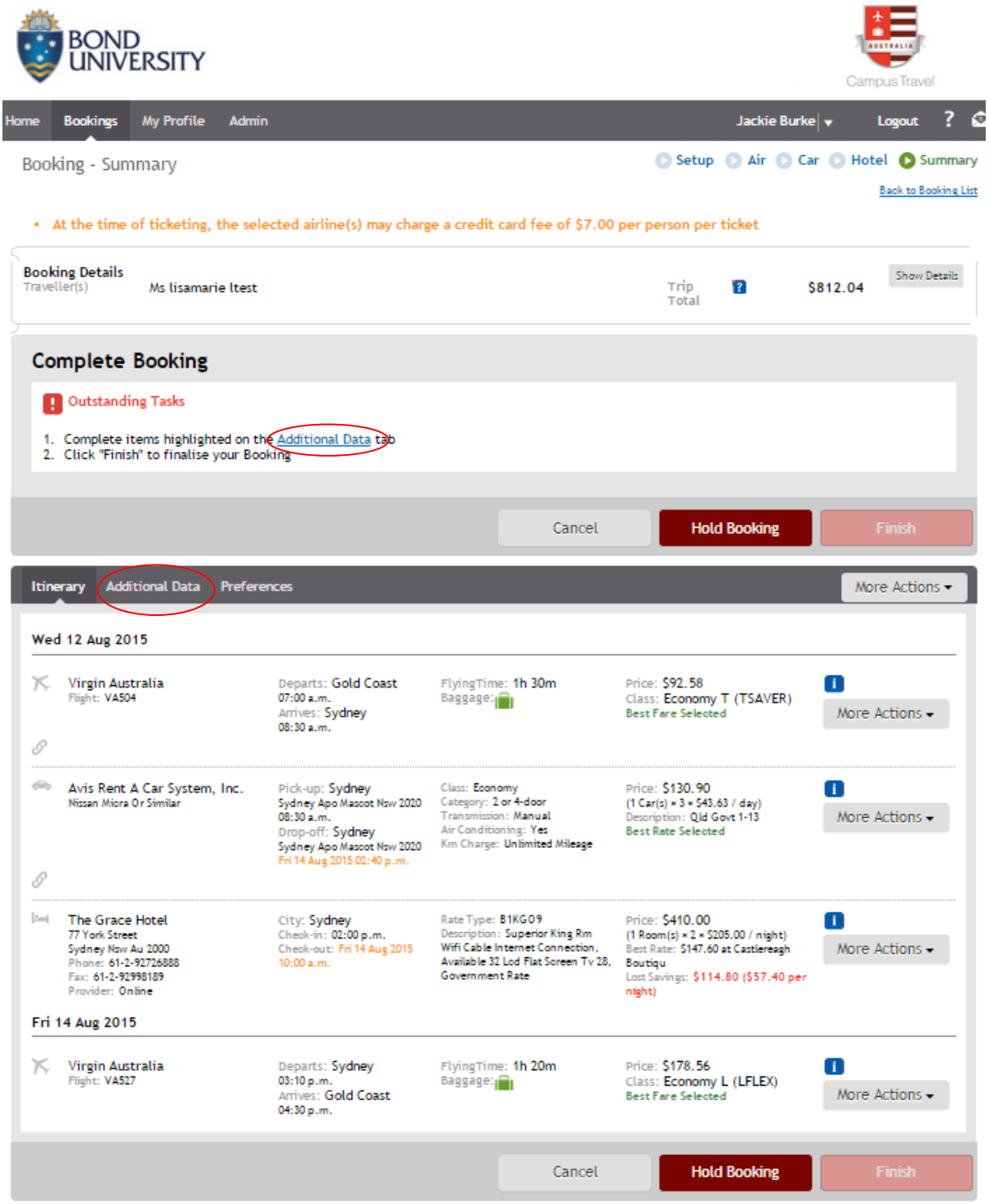
Reviewing your Itinerary

When you have finished selecting your air, hotel and car hire options, you will have a final opportunity to review your itinerary before proceeding with the booking.

NOTE: The Campus Travel booking fee will not appear on your final itinerary - this will only appear on your tax invoice. Fees can be found on the Home page.



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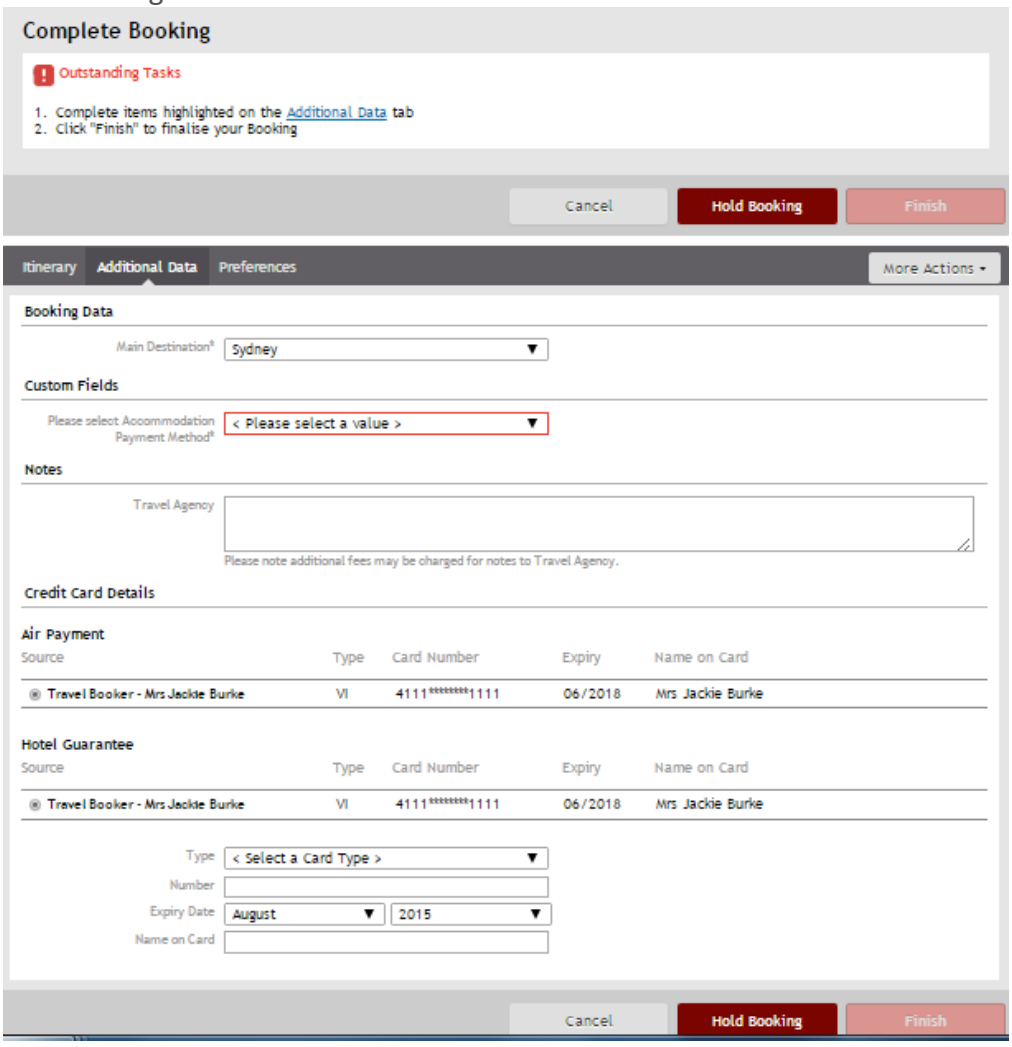
Additional Steps Before Completing Your Booking

As you can see in the previous image, the Finish button in the bottom right corner is greyed out. Before you can complete your booking you must click on either of the Additional Data tabs displayed.

Under Custom Fields, please select your accommodation payment method from the drop down box. There is an option to select "Not Applicable" if no accommodation has been booked.

Under Notes, then Travel Agency, you will see an empty box. This is where ALL comments related to your booking should go (ie. hotel room requests, airline seating requests, GPS navigation in vehicle requests etc). There is no fee charged to *make* a request, however the supplier may charge a fee to confirm the request.

If you have entered a credit card into your profile (or your Traveller's profile), you will be given the opportunity to select which credit card you want to use to pay for the booking. Alternatively, if you want to use a different credit card that is not saved to your profile , you can manually enter the card details. Once the payment step is complete, click Finish to process the booking.



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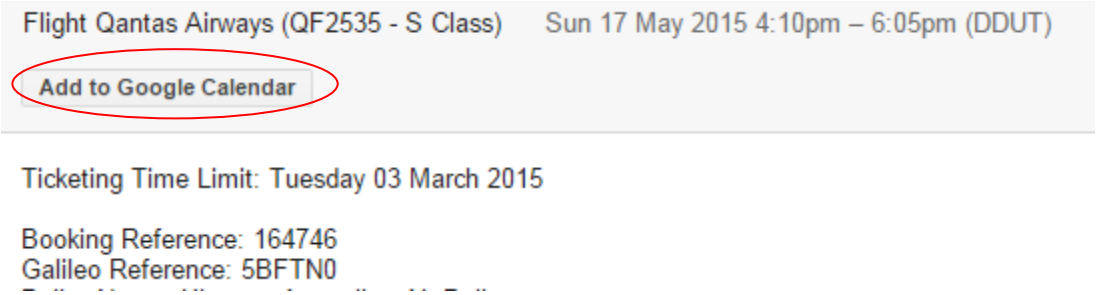
On Completion of Booking

On completion of booking you will receive an itinerary from Serko, where you will have the option to add your itinerary to your calendar (see image below).


Flight Qantas Airways (QF2535 - S Class) Sun 17 May 2015 4:10pm – 6:05pm (DDUT)
Add to Google Calendar
Ticketing Time Limit: Tuesday 03 March 2015
Booking Reference: 164746
Galileo Reference: 5BFTN0

An invoice will be delivered to your email inbox the same day.

NOTE: Changes to your booking can NOT be made in Serko - you must contact Campus Travel for all changes.

Campus Travel Contact Details

Brisbane City Office
T: +61 7 3170 8395
E: bond@campustravel.com.au
A: Suite 3, Level 3, 316 Adelaide Street Brisbane QLD 4000

Campus Travel Assist (for after hours bookings, changes and support)
T: 1300 662 703 within Australia
T: +61 2 9734 0333 from overseas

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